

§ 301-71.204

NOTE TO § 301-71.203: You should consider limiting the levels of approval to the lowest level of management.

§ 301-71.204 Within how many calendar days after the submission of a proper travel claim must we reimburse the employee's allowable expenses?

You must reimburse the employee within 30 calendar days after the employee submits a proper travel claim to the agency's designated approving office. You must use a satisfactory recordkeeping system to track submission of travel claims. For example, travel claims submitted by mail, in accordance with agency policy, could be annotated with the time and date of receipt by the agency. You could consider travel claims electronically submitted to the designated approving office as submitted on the date indicated on an e-mail log, or on the next business day if submitted after normal working hours. However, claims for the following relocation allowances are exempt from this provision:

- (a) Transportation and storage of household goods and professional books, papers and equipment;
- (b) Transportation of mobile home;
- (c) Transportation of a privately owned vehicle;
- (d) Temporary quarters subsistence expense, when not paid as lump sum;
- (e) Residence transaction expenses;
- (f) Relocation income tax allowance;
- (g) Use of a relocation services company;
- (h) Home marketing incentive payments; and
- (i) Allowance for property management services.

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§ 301-71.205 Under what circumstances may we disallow a claim for an expense?

If the employee:

- (a) Does not properly itemize his/her expenses;
- (b) Does not provide required receipts or other documentation to support the claim; or
- (c) Claims an expense which is not authorized.

41 CFR Ch. 301 (7-1-00 Edition)

§ 301-71.206 What must we do if we disallow a travel claim?

You must:

- (a) Pay the employee the amount of the travel claim which is not in dispute;
- (b) Notify the employee that the claim was disallowed with a detailed explanation of why; and
- (c) Tell the employee how to appeal the disallowance if he/she desires an appeal, and your process and schedule for deciding the appeal.

§ 301-71.207 What internal policies and procedures must we establish for travel reimbursement?

You must establish policies and procedures governing:

- (a) Who are the proper officials to review, approve, and certify travel claims (including travel claims requiring special authorization);
- (b) How an employee should submit a travel claim (including whether to use a standard form or an agency form and whether the form should be written or electronic);
- (c) When you will exempt employees from the requirement for a receipt;
- (d) Timeframes for employee to submit a claim (see § 301-52.7);
- (e) Timeframe for agency to pay a claim (see § 301-71.204);
- (f) Process for disallowing a claim; and
- (g) Process for resolving a disallowed claim.

§ 301-71.208 Within how many calendar days after submission of a proper travel claim must we notify the employee of any errors in the claim?

You must notify the employee as soon as practicable after the employee's submission of the travel claim of any error that would prevent payment within 30 calendar days after submission and provide the reason(s) why the claim is not proper. However, not later than May 1, 2002, you must achieve a maximum time period of seven working days for notifying an employee that his/her travel claim is not proper.

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